

The Mental Health Index by LifeWorks™

Canada | July 2022



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What you need to know for July 2022

1. The mental health of working Canadians improves modestly in July 2022.

- At 65.0, the mental health of Canadians improved nearly one point from the prior month.
- 32% of Canadians have a high mental health risk, 44% have a moderate mental health risk, and 25% have a low mental health risk, an improvement over the prior month.
- All mental health sub-scores have improved from June to July 2022.
- Mental health scores declined in British Columbia, Alberta, and the Maritimes, while improvements were observed in all other provinces, with the greatest improvement in Quebec.
- The mental health score of managers has reverted to the trend observed throughout most of 2021 wherein the score is lower than that of non-managers and the national average.

2. More than two in five employees are experiencing tension or conflict with co-workers.

- 30% are experiencing tension/conflict over support for their wellbeing.

- 29% are experiencing tension/conflict regarding pay/compensation.
- 27% are experiencing tension/conflict with their manager.
- 21% are experiencing tension/conflict over the threat of layoffs.
- Women are more likely than men to be experiencing tension or conflict with co-workers.
- Younger employees (under the age of 40) are more likely to be experiencing tension/conflict with their manager.

3. More than one-quarter of Canadians do not trust their organization to act ethically.

- 68% trust their colleagues to support them when needed.
- 66% trust their manager to act in the best interest of those he/she/they manages.
- 63% trust the senior leaders in their organization to consider the wellbeing of employees in decisions.
- Younger people (under the age of 40) are less likely to trust their organization to act ethically and are more likely to distrust their colleagues will support them when needed.

From April 2020 to April 2022 the Mental Health Index by LifeWorks™ reflected the deviation from the pre-pandemic benchmark data collected from 2017-2019. Going forward, scores will be reported as absolute on a scale of 0-100 where
0-49 = Distressed
50-79 = Strained
and 80-100 = Optimal

4. Almost twice as many Canadians' buying and/or investment decisions are influenced by how a brand/company treats their employees as those influenced by how the brand/company behaves environmentally.

- 33% are influenced by how a brand/company treats their employees.
- 15% are influenced by how a brand/company responds to social justice issues.
- 13% are influenced by how a brand/company behaves environmentally.
- Parents and managers are more likely to consider a brand's behaviour when making buying and/or investment decisions.

5. More than half report some negative impact to their children because of the events of the past two years.

- 27% indicate that their children have anxiety about the future.
- 24% report negative impact on their children's social development.
- 23% report negative impact on their children's academic development.
- 22% report negative impact on their children's mental health.

56%

say the pandemic has had some negative impact on their children

42%

are experiencing conflict with co-workers

33%

are influenced by how a company treats their employees

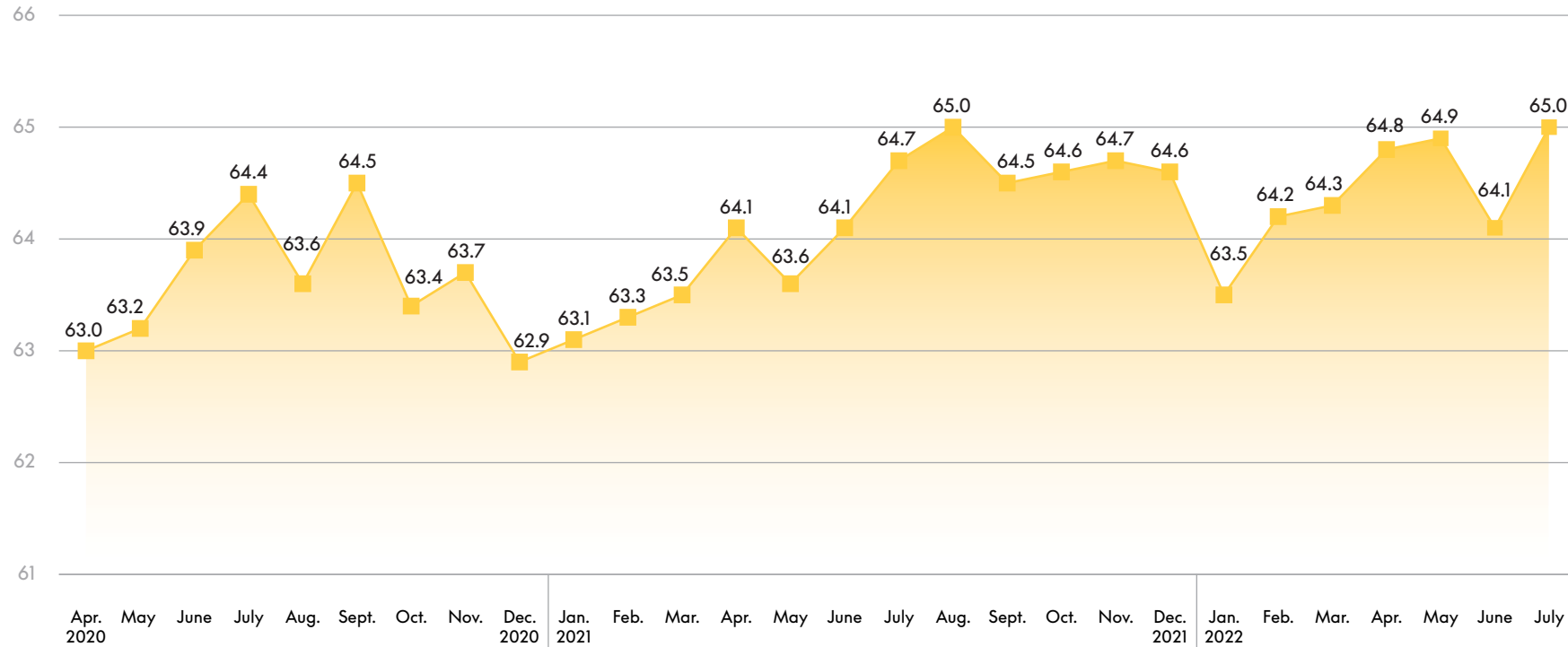
28%

do not trust their organization to act ethically

The Mental Health Index™

The overall Mental Health Index for July 2022 is 65.0 points¹.

After a decline in June, the mental health of Canadians improved nearly one-point in July 2022.



MHI Current Month
July 2022

65.0

June 2022

64.1

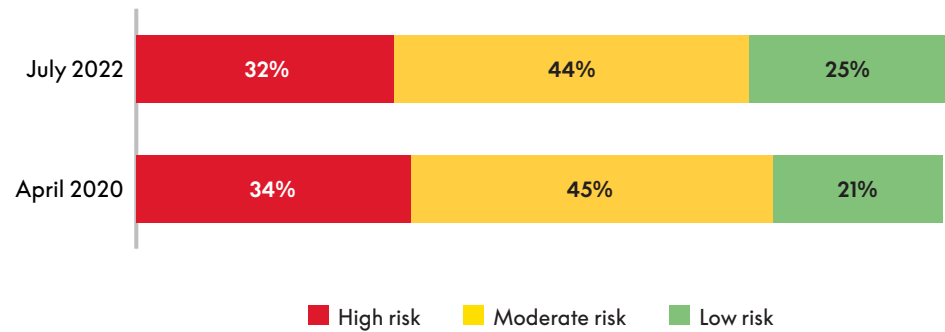
- Distressed 0-49
- Strained 50-79
- Optimal 80-100

¹ Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence the reference relative to that benchmark is no longer relevant.

Mental health risk

In July 2022, 32 per cent of Canadians have a high mental health risk, 44 per cent have a moderate mental health risk, and 25 per cent have a low mental health risk. Approximately 30 per cent of people in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of people in the low-risk group report diagnosed anxiety or depression.

In contrast, in April 2020, at the launch of the Index and near the onset of the COVID-19 pandemic, 34 per cent of Canadians had a high mental health risk, 45 per cent had a moderate mental health risk, and 21 per cent had a low mental health risk.



Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of anxiety (57.5), followed by isolation (60.7), work productivity (60.8), depression (62.8), optimism (67.2), and financial risk (69.9). General psychological health (73.0) is the most favourable mental health measure in July 2022.

- All mental health sub-scores have improved compared to the prior month.
- The anxiety sub-score has the greatest improvement with an increase of 1.2 points from June 2022.

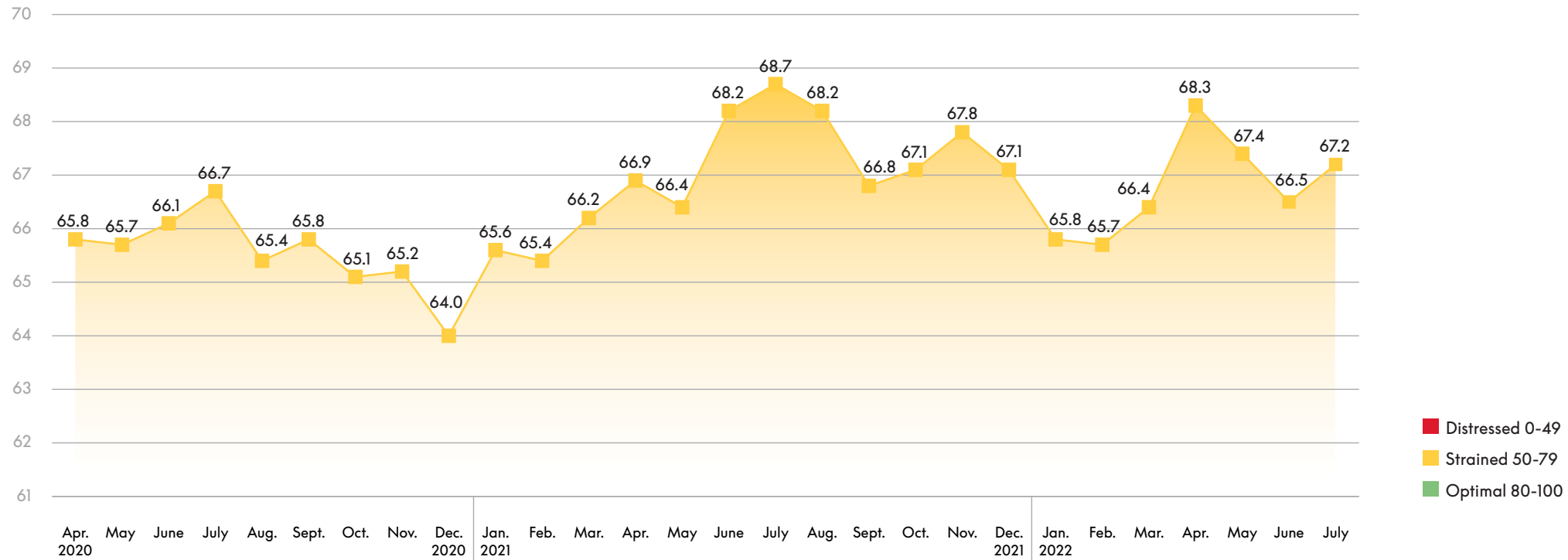
Mental Health Index™ Sub-scores ² 2022	July	June
Anxiety	57.5	56.3
Isolation	60.7	60.1
Work productivity	60.8	60.6
Depression	62.8	61.9
Optimism	67.2	66.5
Financial risk	69.9	69.1
Psychological health	73.0	72.1

² The demographic breakdown of sub-scores is available upon request.

Optimism

Despite some months of modest improvement, including a peak in July 2021, and a notable increase in April 2022, optimism sub-scores have remained strained since April 2020.

After two months of declines, in July 2022, the optimism score improved modestly to 67.2.

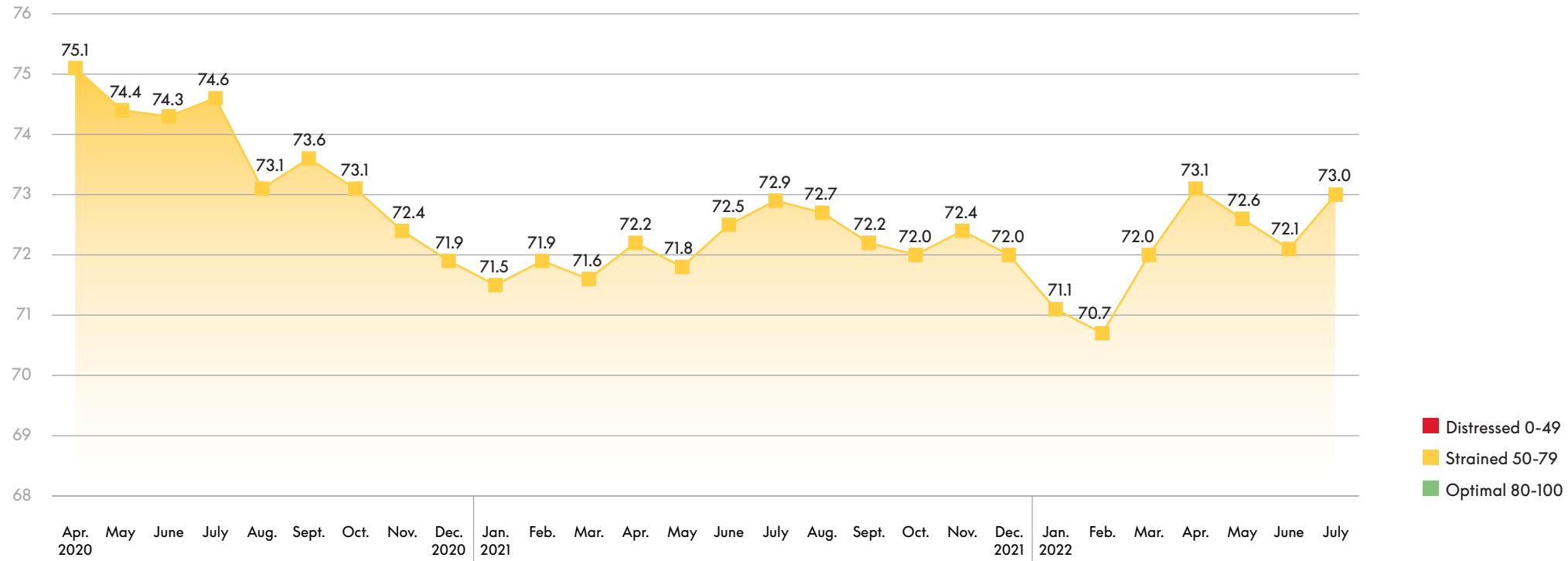


General psychological health

The psychological health sub-score assesses individuals' self-perception of their overall level of psychological health.

From November 2020 to December 2021, the psychological health score of Canadians fluctuated modestly.

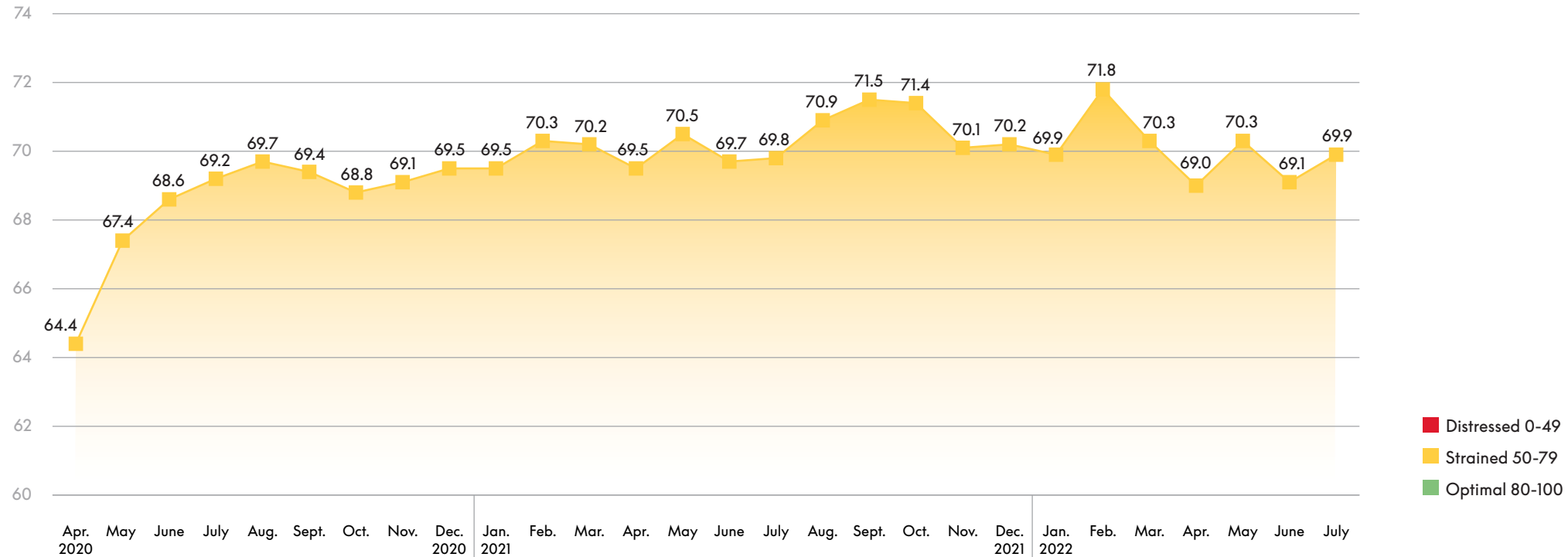
A low was observed in February 2022 followed by two months of improvement, then two months of declines through June 2022. In July, the psychological health sub-score improved nearly one point to 73.0 and remains the most favourable of all mental health sub-scores.



Financial risk

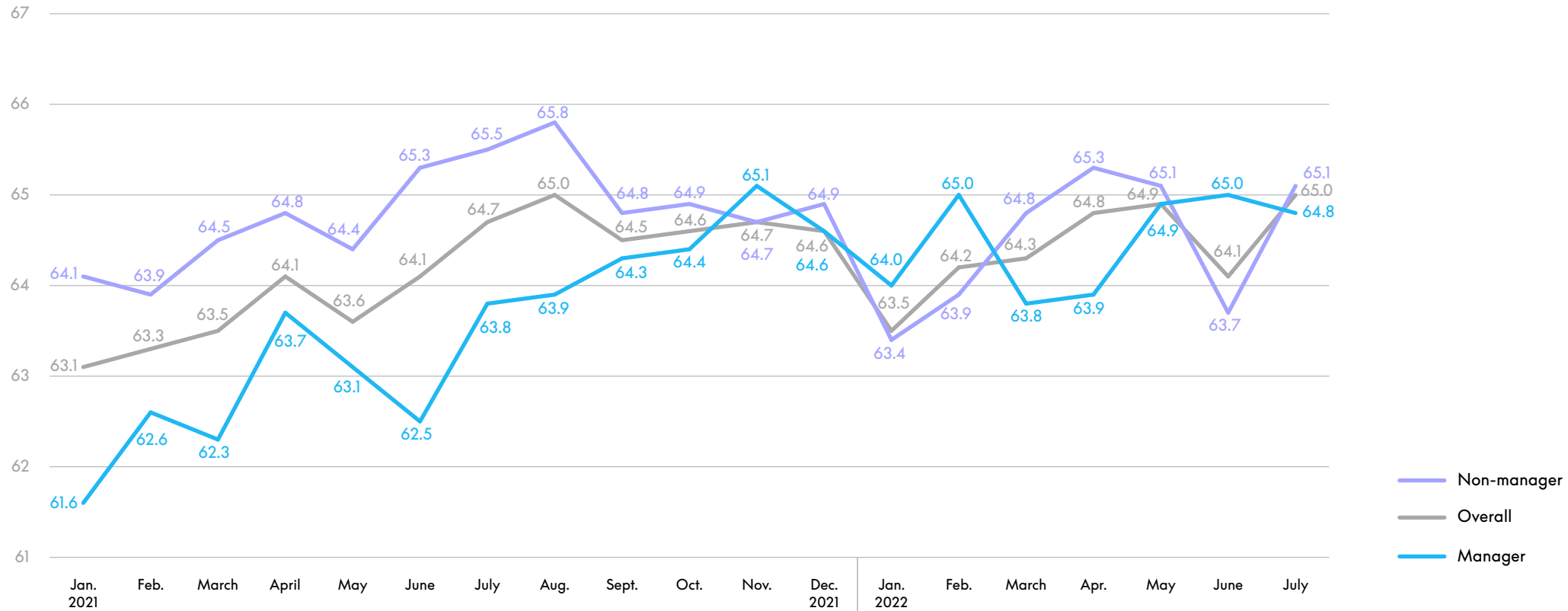
The financial risk sub-score measures the level of an individual's emergency savings.

The financial risk sub-score has shown general improvement since the launch of the MHI in April 2020. In February 2022, the financial risk sub-score of Canadians increased to a high of 71.8 but declined through April. Fluctuation in the score is observed from May through July 2022. The current score is 69.9, an improvement of nearly one point over June 2022.



Managers compared to non-managers

From January to October 2021, the mental health scores of managers were lower than non-managers and lower than the Canadian average. In November, this trend reversed with managers reporting a slightly higher average mental health score compared to non-managers. From March through May 2022, the mental health score of managers was lower than that of non-managers; however, this trend reversed in June. In July 2022, scores have reverted to the trend observed throughout most of 2021 wherein the mental health score of managers (64.8) is lower than non-managers (65.1), and the national average (65.0).



Demographics

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In July 2022, the mental health score of women is 63.1 compared to 66.9 for men.
- Since April 2020, mental health scores have improved with age.
- Differences in mental health scores between those with and without children have been reported since the launch of the Index in April 2020. More than two years later, this pattern continues with a lower score for those with at least one child (62.5) than those without children (66.1).

Employment

- Overall, four per cent of respondents are unemployed³ and nine per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (51.0), followed by those working fewer hours (55.0), those not currently employed (64.7), and those with no change to salary or hours (66.1).
- Managers have a slightly lower mental health score (64.8) than non-managers (65.1).
- Individuals who are self-employed have the highest mental health score (67.7).
- Respondents working for companies with 51-100 employees have the lowest mental health score (63.3).

Emergency savings

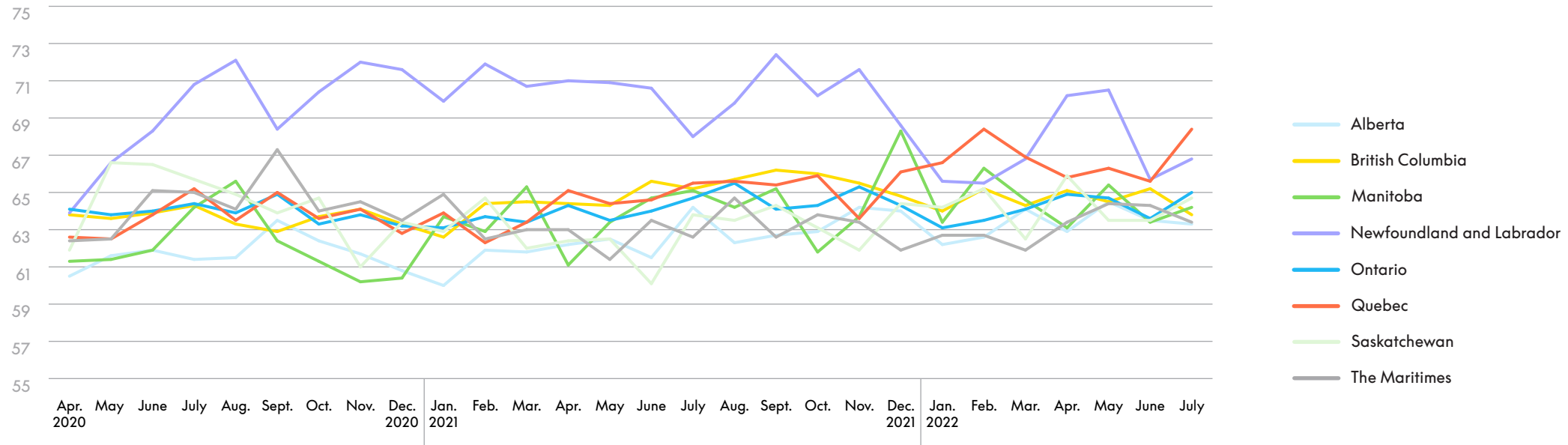
- Those without emergency savings continue to experience a lower mental health score (43.9) than the overall group (65.0). Individuals with emergency savings have a mental health score of 74.7.

3 MHI respondents who have been employed in the past six months are included in the poll.

Mental Health Index™ (provincial)

Since April 2020, provincial mental health scores have fluctuated. Except for Newfoundland and Labrador, the fluctuation patterns for the provinces were similar through July 2021. In July 2022, British Columbia, Alberta, and the Maritimes have declines in mental health while all other provinces have improvements in mental health.

- With a significant, nearly three-point improvement, the mental health score in Quebec is highest (68.4).
- The lowest mental health scores are in Alberta (63.3) and the Maritimes (63.4).



Employment status	July 2022	June 2022
Employed (no change in hours/salary)	66.1	65.2
Employed (fewer hours compared to last month)	55.0	54.1
Employed (reduced salary compared to last month)	51.0	49.7
Not currently employed	64.7	63.2
Age group	July 2022	June 2022
Age 20-29	53.9	52.1
Age 30-39	58.0	57.9
Age 40-49	63.7	63.0
Age 50-59	68.3	67.0
Age 60-69	71.7	71.9
Number of children	July 2022	June 2022
No children in household	66.1	65.3
1 child	61.7	61.1
2 children	63.6	62.2
3 children or more	63.6	63.5

Province	July 2022	June 2022
Alberta	63.3	63.5
British Columbia	63.8	65.2
Manitoba	64.2	63.4
Newfoundland and Labrador	66.8	65.7
The Maritimes	63.4	64.3
Quebec	68.4	65.6
Ontario	65.0	63.6
Saskatchewan	64.7	63.5
Gender	July 2022	June 2022
Men	66.9	66.3
Women	63.1	62.1
Household income	July 2022	June 2022
<\$30K/annum	55.3	53.9
\$30K to <\$60K/annum	60.9	60.1
\$60K to <\$100K	65.1	63.5
\$100K to <\$150K	66.7	66.6
\$150K or more	71.7	72.3

Employer size	July 2022	June 2022
Self-employed/sole proprietor	67.7	68.1
2-50 employees	64.8	64.0
51-100 employees	63.3	62.3
101-500 employees	64.7	64.0
501-1,000 employees	63.4	60.2
1,001-5,000 employees	65.0	66.5
5,001-10,000 employees	65.2	63.2
More than 10,000 employees	66.5	64.5
Manager	July 2022	June 2022
Manager	64.8	65.0
Non-manager	65.1	63.7

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

Mental Health Index™ (industry)

Full-time post-secondary students have the lowest mental health score in July 2022 (57.2), followed by individuals employed in Wholesale Trade (59.2), and Information and Cultural Industries (60.1).

Those employed in Transportation and Warehousing (68.6), and Professional, Scientific and Technical Services (68.6) have the highest mental health scores this month.

Changes from the prior month are shown in the table.

Industry	July 2022	June 2022	Change
Automotive Industry	67.5	59.2	8.3
Transportation and Warehousing	68.6	64.2	4.4
Full-time student	57.2	53.4	3.8
Other services (except Public Administration)	69.2	65.8	3.5
Retail Trade	66.9	64.4	2.5
Other	64.5	62.9	1.7
Finance and Insurance	62.6	61.4	1.2
Manufacturing	67.1	66.0	1.1
Arts, Entertainment and Recreation	60.4	59.4	1.0
Management of Companies and Enterprises	65.1	64.4	0.7
Educational Services	65.8	65.2	0.6
Construction	64.6	64.1	0.5
Professional, Scientific and Technical Services	68.6	68.1	0.4
Mining and Oil and Gas Extraction	68.3	68.0	0.2
Public Administration	66.2	66.2	0.0
Agriculture, Forestry, Fishing and Hunting	62.1	62.1	0.0
Accommodation and Food Services	61.6	61.7	-0.1
Wholesale Trade	59.2	59.6	-0.4
Utilities	65.1	65.6	-0.5
Health Care and Social Assistance	63.3	63.9	-0.5
Information and Cultural Industries	60.1	62.2	-2.1
Real Estate, Rental and Leasing	62.0	73.3	-11.3

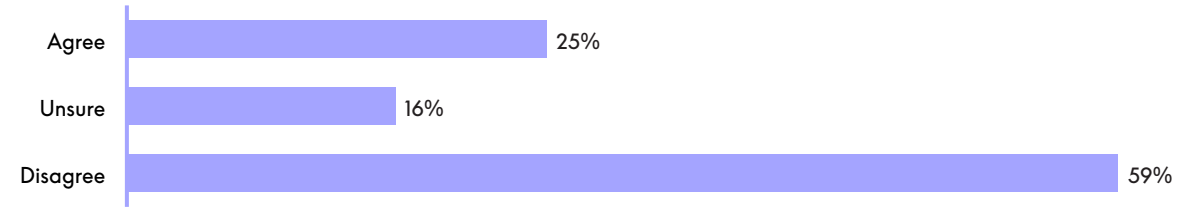
Spotlight

Conflict at work

Canadians were asked if they are experiencing an increase in tension/conflict at work.

- One-quarter (25 per cent) are experiencing increased tension/conflict at work, and this group has the lowest mental health score (51.8), more than 13 points below the national average (65.0).
- Managers are 50 per cent more likely to be experiencing tension/conflict at work than non-managers.
- Respondents under the age of 40 are 80 per cent more likely than those older than 50 to be experiencing tension/conflict at work.

I am experiencing increased tension/conflict at work



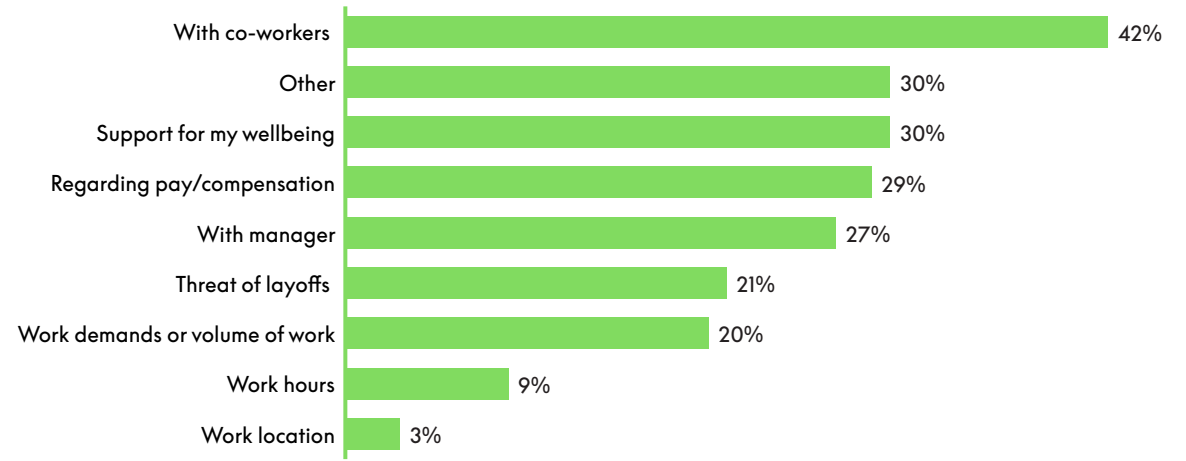
MHI score by I am experiencing increased tension/conflict at work



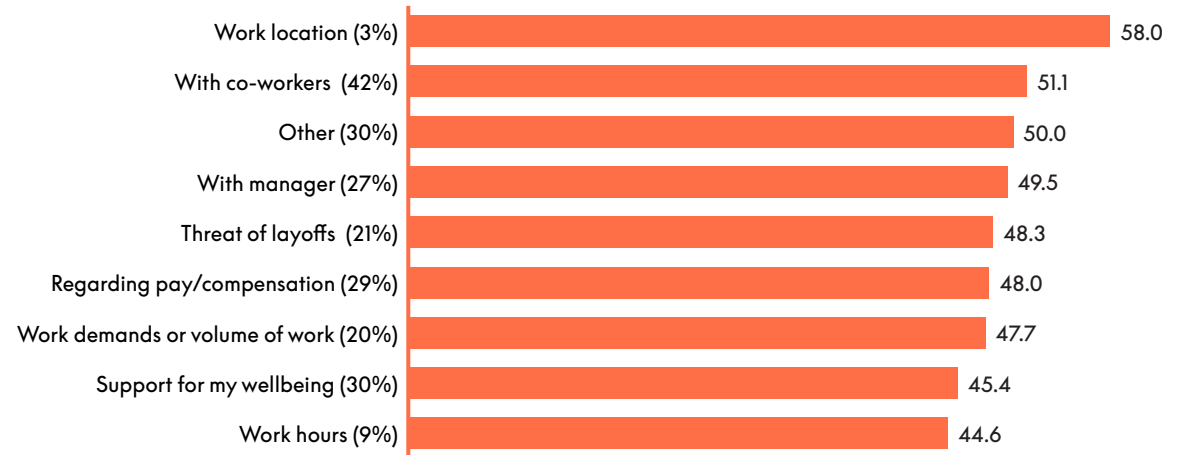
Canadians reporting increased tension/conflict at work were asked for specific areas of tension/conflict.

- More than two in five (42 per cent) are experiencing tension/conflict with co-workers, nearly one-third (30 per cent) report tension/conflict over support for their wellbeing, 29 per cent report tension/conflict regarding pay/compensation, and 27 per cent report tension/conflict with their manager.
- Women are 50 per cent more likely than men to report experiencing tension/conflict with co-workers.
- Respondents under the age of 40 are 60 per cent more likely than those older than 50 to indicate experiencing tension/conflict with their manager.
- Respondents under the age of 40 are nearly twice as likely as those older than 50 to indicate experiencing tension/conflict regarding pay/compensation.

Areas of tension/conflict



MHI score by areas of tension/conflict



Trust

Canadians were asked whether they trust their organization to act ethically.

- Nearly three-quarters (71 per cent) trust their organization to act ethically, and this group has the most favourable mental health score (68.6), more than three points higher than the national average (65.0).
- Nearly one in ten (nine per cent) do not trust their organization to act ethically, and this group has a mental health score (52.4) nearly 13 points below the national average (65.0).
- Respondents under the age of 40 are 40 per cent more likely than those older than 50 not to trust their organization to act ethically.

I trust my organization to act ethically



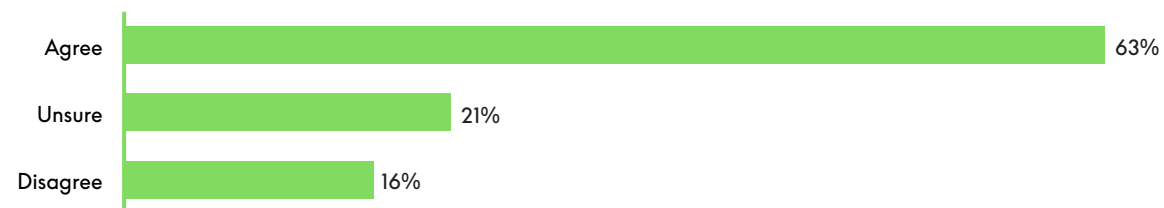
MHI score by I trust my organization to act ethically



Canadians were asked whether they trust senior leaders in their organization to consider the wellbeing of employees in decisions.

- More than three in five (63 per cent) trust senior leaders in their organization to consider the wellbeing of employees in decisions, and this group has the most favourable mental health score (69.2), more than four points higher than the national average (65.0).
- Sixteen per cent do not trust the senior leaders in their organization to consider the wellbeing of employees in decisions, and this group has a mental health score (55.5) nearly 10 points below the national average (65.0).

I trust the senior leaders in my organization to consider the wellbeing of employees in decisions



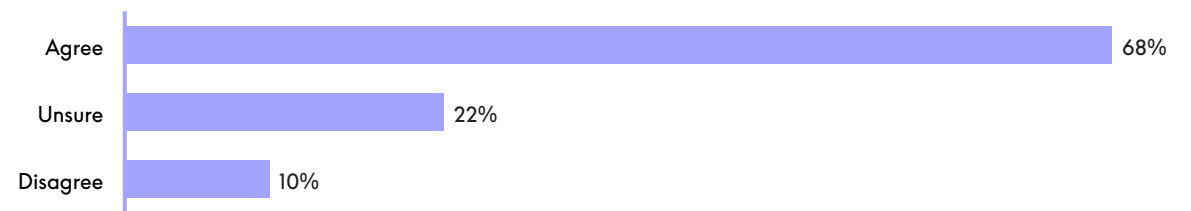
MHI score by I trust the senior leaders in my organization to consider the wellbeing of employees in decisions



Canadians were asked whether they trust their colleagues to support them when needed.

- More than two-thirds (68 per cent) trust their colleagues to support them when needed, and this group has the most favourable mental health score (69.3), more than four points higher than the national average (65.0).
- One in ten (10 per cent) do not trust their colleagues will support them when needed, and this group has a mental health score (51.3) nearly 14 points below the national average (65.0).
- Individuals employed with fewer hours or reduced salary are 40 per cent more likely than individuals employed with no change to hours or salary not to trust their colleagues will support them when needed.
- Respondents under the age of 40 are 45 per cent more likely than those older than 50 to distrust that their colleagues will support them when needed.

I trust my colleagues to support me when needed



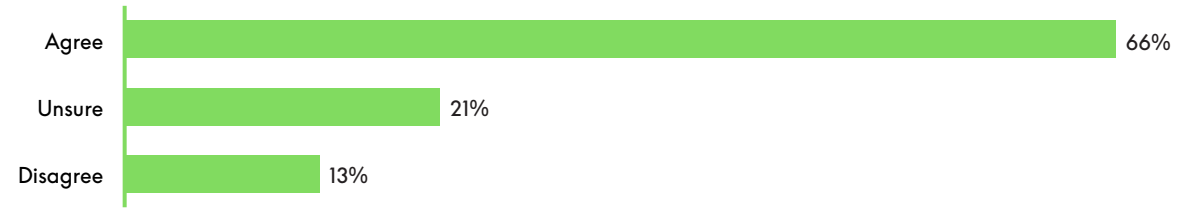
MHI score by I trust my colleagues to support when me needed



Canadians were asked whether they trust their manager to act in the best interests of those he/she/they manages.

- Two-thirds (66 per cent) trust their manager to act in the best interests of their employees, and this group has the most favourable mental health score (69.0), four points higher than the national average (65.0).
- More than one in ten (13 per cent) do not trust their manager to act in the best interests of their employees, and this group has a mental health score (52.9) 12 points below the national average (65.0).

I trust my manager to act in the best interests of those he/she/they manages



MHI score by I trust my manager to act in the best interests of those he/she/they manages

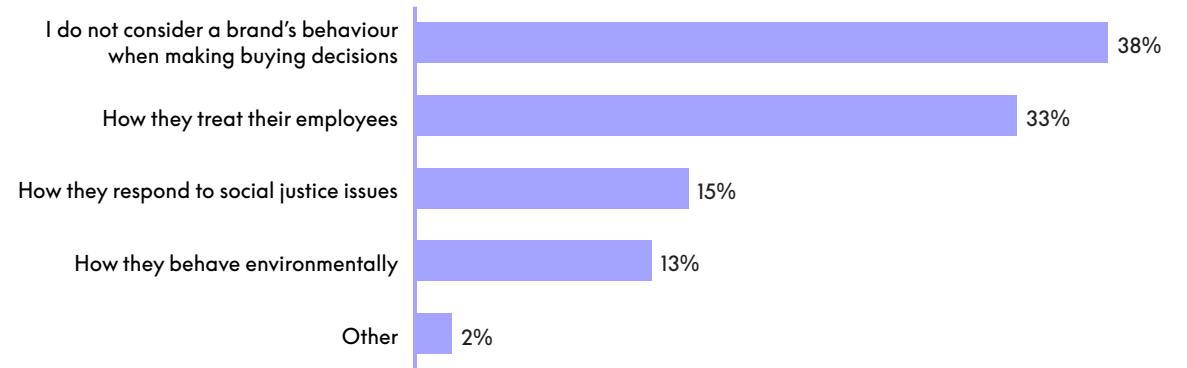


Impact of brand behaviour

Canadians were asked which aspect of a brand/company's behaviour most influences their buying and/or investment decisions.

- Nearly two in five (38 per cent) do not consider a brand's behaviour when making buying decisions.
- One-third (33 per cent) indicate how a brand/company treats its employees most influences their buying and/or investment decisions, followed by fifteen per cent reporting the way a brand/company responds to social justice issues, and thirteen per cent reporting the way a brand/company behaves environmentally.
- Parents and managers are more likely than other groups to consider a brand's behaviour when making buying/investment decisions.

Aspect of a brand/company behaviour that most influences buying and/or investment decisions

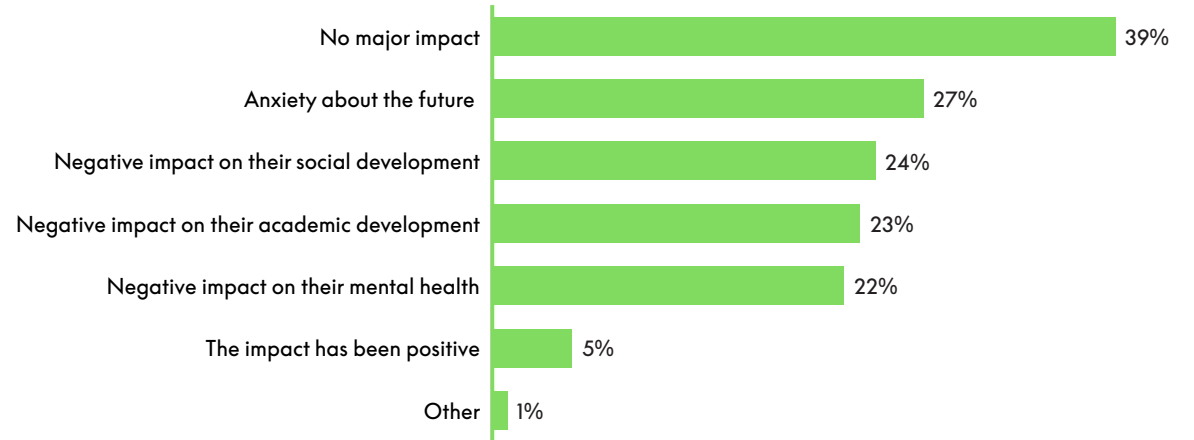


Pandemic impact on children

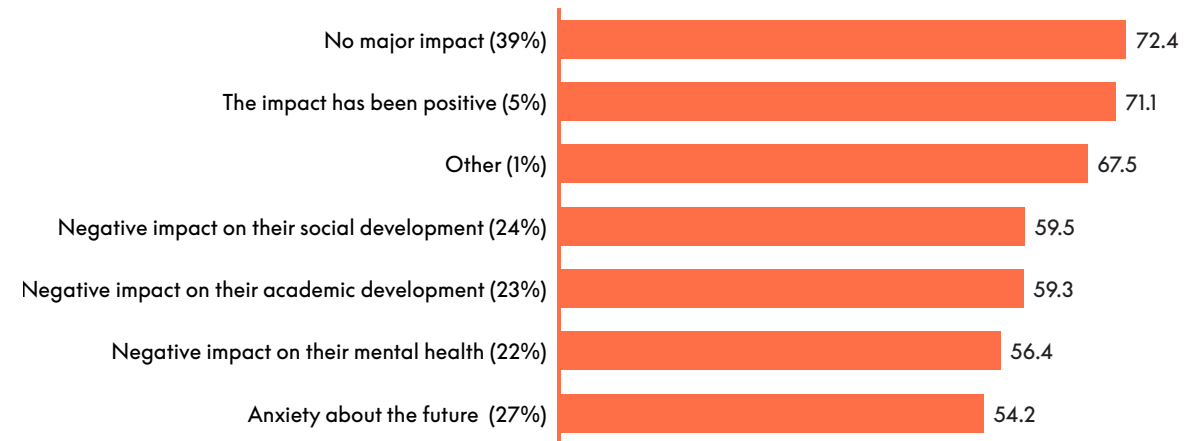
Canadians with children were asked how the past two years have impacted their children.

- More than half (56 per cent) report some negative impact on their children because of events over the last two years.
- Thirty-nine per cent report no major impact on their children, and this group has the most favourable mental health score (72.4), more than seven points higher than the national average (65.0).
- More than one-quarter (27 per cent) report anxiety about the future, 24 per cent report negative impact on social development, 23 per cent report negative impact on academic development, and 22 per cent report negative impact on mental health. These groups have significantly lower mental health scores than the national average (65.0).

Impact of the last two years on children

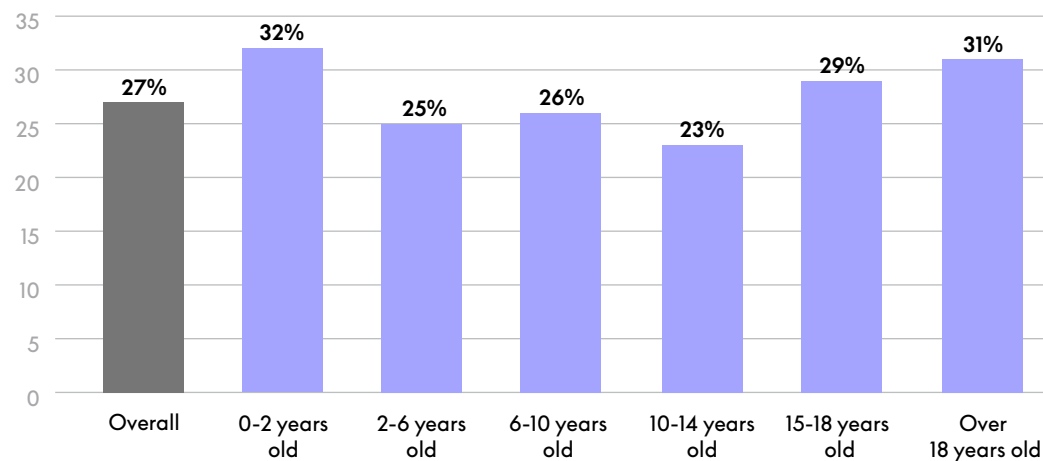


MHI score by impact of last two years on children

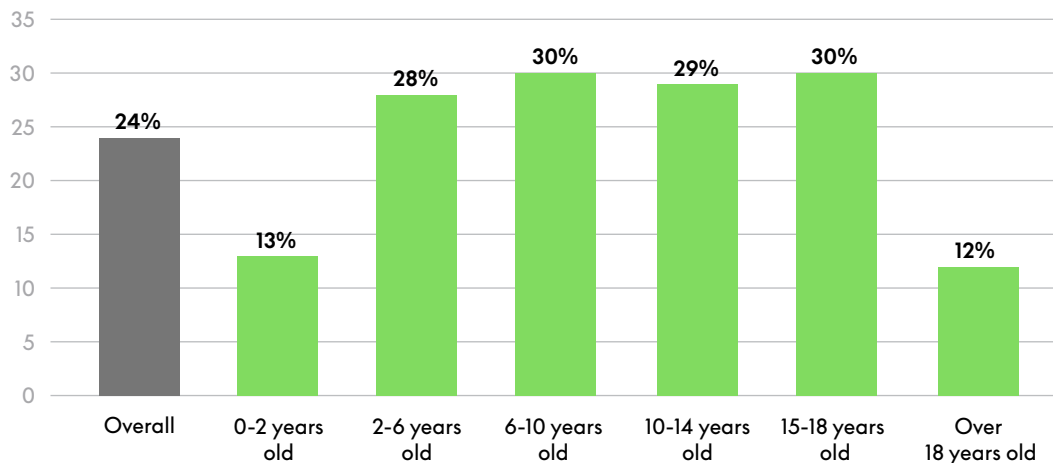


- Children 15 years of age and older have more anxiety about the future than the Canadian average (27 per cent).
- The greatest negative impact on mental health is to children ages 10 to 14.
- Social development has been negatively impacted nearly equally among children ages 2-18.

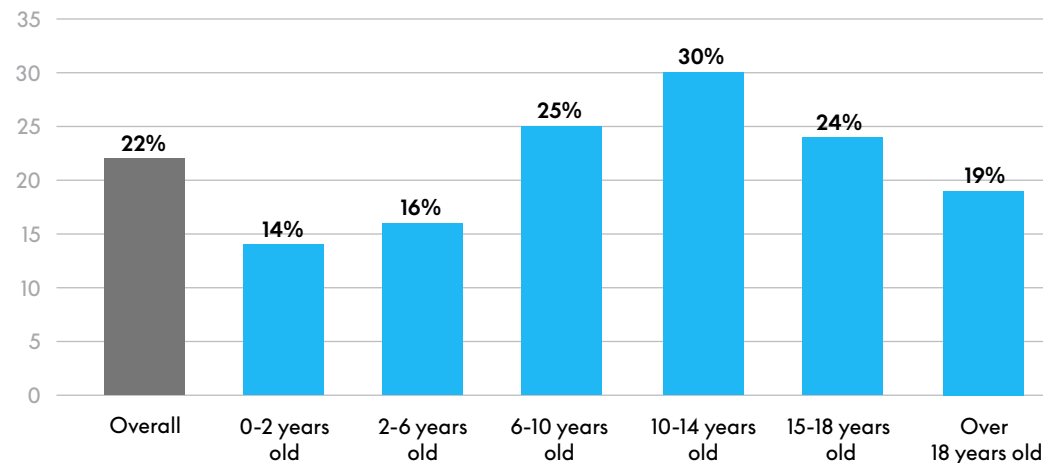
Anxiety about the future per age group



Negative impact on social development per age group

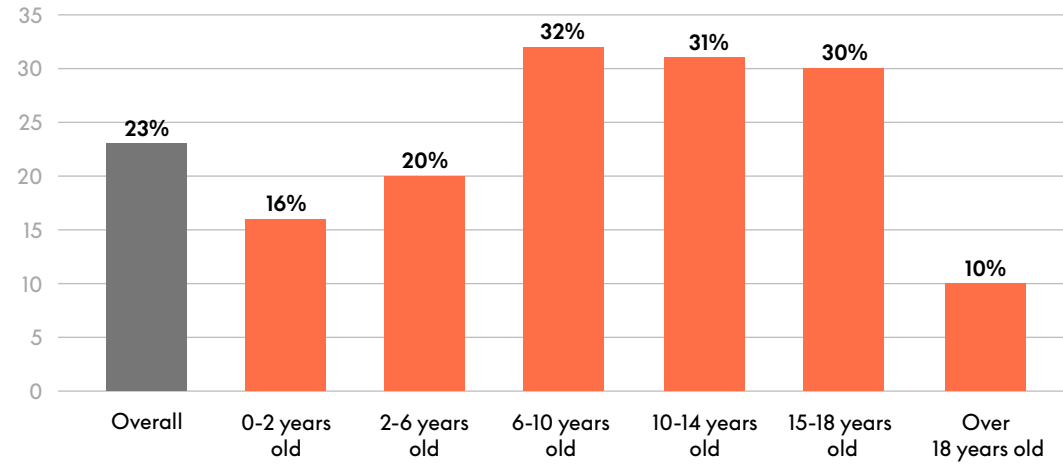


Negative impact on mental health per age group

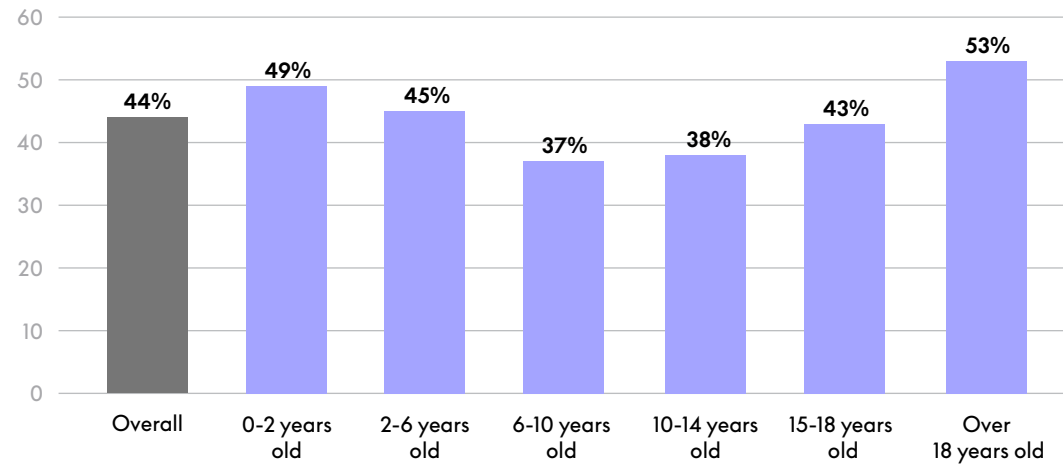


- Nearly equal proportions of children (6 to 18 years of age) are experiencing a negative impact on academic development.

Negative impact on academic development per age group



No impact or positive impact per age group

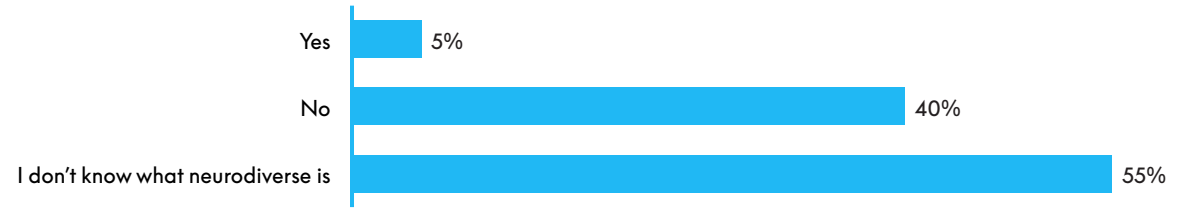


Neurodiversity

Canadians were asked whether they identify as neurodiverse.

- More than half (55 per cent) do not know what neurodiverse is.
- Five per cent of respondents identify as neurodiverse, and this group has a mental health score (49.9) 15 points below the national average (65.0).
- Managers are three times more likely than non-managers to identify as neurodiverse.

Do you identify as neurodiverse?



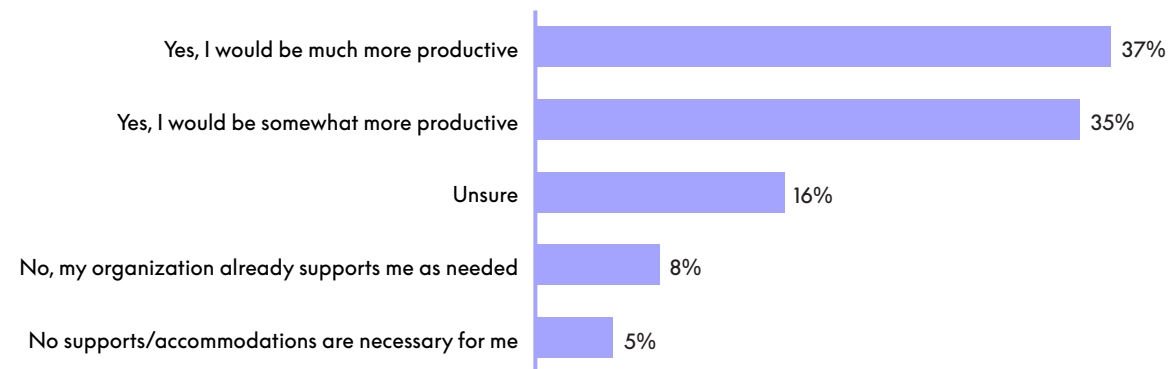
MHI score by do you identify as neurodiverse



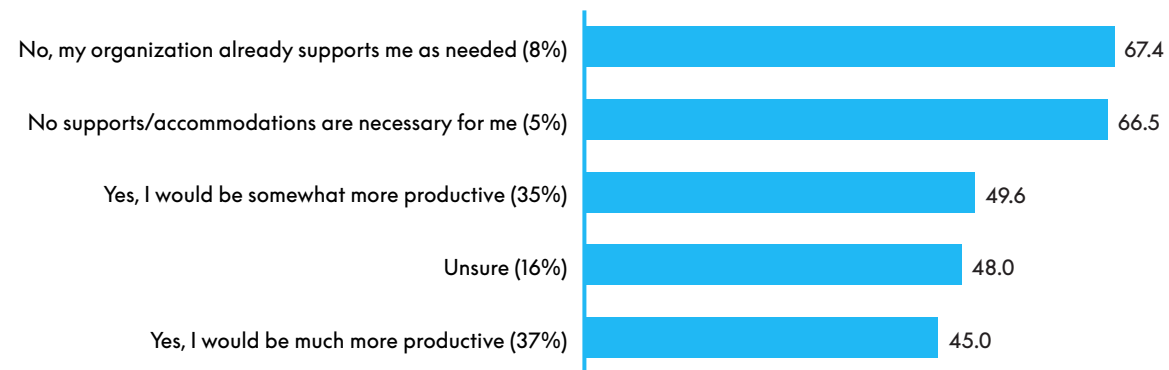
Canadians who identify as neurodiverse were asked whether additional support or accommodation for their neurodiversity would improve their productivity at work.

- Nearly three-quarters (72 per cent) would be more productive if additional support or accommodation was provided for their neurodiversity. The mental health scores of these groups are more than 15 points below the national average (65.0).

Impact on work productivity when additional support or accommodation is provided for neurodiversity



MHI score by impact on work productivity when additional support or accommodation is provided for neurodiversity



Overview of the Mental Health Index by LifeWorks™

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index™ provides a measure of the current mental health status of employed adults. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

The Mental Health Index™ report has two parts:

1. The overall Mental Health Index™ (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 3,000 people who live in Canada and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in Canada. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between July 7 and 13, 2022.

Calculations

Beginning in May 2022, corresponding to year 3 of the Mental Health Index by LifeWorks™, scores are represented as absolute. The move to absolute scores has been taken given the degree of change that has occurred over the last two years. It is unlikely that a return to pre-pandemic levels will be realized hence, the reference relative to that benchmark is no longer relevant.

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses

Demographic breakdowns of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request. Contact MHI@lifeworks.com



About LifeWorks

LifeWorks is a world leader in providing digital and in-person solutions that support the total wellbeing of individuals. We deliver a personalized continuum of care that helps our clients improve the lives of their people and by doing so, improve their business.

For more information, visit:

 [LifeWorks.com](https://www.lifeworks.com)

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